

September 2015 Training Schedule



Organizational Development

September 2015

Purpose Driven Documents

9/01 8:30-1200 #0588-03

High Impact Interviewing

9/02 8:30-12:00 #053906

Adult CPR & First Aid

9/09 8:30-4:00 #0169-33

LCW: Supervisory Skills for 1st Line Supervisor/Managers

9/09 9:00-4:00 #010005

Hearing Ain't Listening

9/15 8:30-10:00 #0852-03

Effective Delegation

9/15 10:30-12:00 #0850-03

Negotiation Skills

9/15 1:00-2:30 #0963-01

Law & Ethics: Legal Update Healthcare Providers

Auburn

9/23 9:00-11:0 #0400-13

Sunset

9/23 9:00-11:0 #0400-14

New Employee Orientation

9/25 8:30-3:30



High Impact Interviewing

Are you getting ready to interview for a transfer or promotion within Placer County? Are you going to be interviewing candidates for a position and need some help? If you answered yes to either of these questions, this class is for you.

You will learn how to navigate the interview process and to write interview questions to help determine the best candidate. Covered are techniques to help you understand how to prepare and present yourself if you are getting ready to be interviewed. Learn to gain confidence when going through the interview process. (See page 4)

Business writing blues?

Most everyone suffers from some form of "business writing blues." Join Allison Horak as she teaches **Purpose Driven Documents** a half-day class that attacks the following forms of "the blues:" writer's block, weak argumentation/reasoning, aimless wandering, and taking too long to make a point.

Stop wasting time, frustrating readers, and losing credibility - this course can help. The individual and team activities will stimulate interest and reinforce key concepts that you can apply right away. (See page 6)



I'm interested in a class...what do I do next?

To Enroll, use ACORN Self-Service Enrollment or contact your Department Training Coordinator. **ACORN > Main Menu > Self Service > Learning and Development**

For more information, contact OD at Learning@placer.ca.gov or 530-886-5270.

Classes are held at OD Training Room 1, 11486 B Avenue in Auburn unless otherwise noted.

Leadership Training



Leadership
Series

Supervision and Leadership Training Series (SLT)

Employee Engagement, what is it and what does it mean to you as a Supervisor?

This training is specifically designed to help drive the County's initiative for Employee Engagement, Training, and Performance Management. Take your skills to the next level with this five-week series and create strategies for success and improve the performance of your team.

Understanding the Role of the Supervisor

- Save time and effort through understanding the Four Functions of Management.
- Learn how to prioritize your time better and your overall effectiveness.
- Improve your team's productivity.
- Learn techniques for identifying the root cause of performance and productivity problems.

Effective Delegation & Employee Engagement

- Learn how to engage your staff, increased trust, and improve productivity.
- Identify strategies for reducing operational costs and improving efficiency.
- Build your leadership bench and increase employee performance.
- Prioritize the most important aspects of your job.

Performance Management

- Learn how to objectively evaluate performance.
- Reinforce and encourage the right performance and behaviors.
- Learn how to address problem behavior with ease and confidence.
- Communicate performance standards and create accountability.
- Understand how to provide performance feedback.

Writing and Delivering Performance Reviews

- Save time by using a simple step-by-step method for documenting and writing a review.
- Understand what to include in review and how to cite specific performance areas.
- Understand how to evaluate performance based on a predetermined standard.
- Motivate employees through goal setting.
- Deliver even the difficult reviews effectively and confidently.

Performance Tool Kit

This last class of the series is designed to help bring everything together that has been covered and give each participant support and direction with any management issue they may have or that they want to work on. This provides a customized, specific approach to the unique solutions required for each participant. Participants will walk away with an action plan while gaining additional insight on the topics covered in the series.

Leadership Coaching

Coaching is emerging as one of the most effective techniques for enhancing performance in business and industry today. Organizations have finally figured out what sports teams and athletes have known for a very long time. Take advantage of this opportunity and see how coaching can help you enhance your performance and increase your confidence.

Supervision and Leadership Training Series

Understanding the Role of the Supervisor
Effective Delegation & Employee Engagement
Performance Management
Writing and Delivering Performance Reviews
Performance Tool Kit

Wednesday

8:30am - 3:00pm
10/28 #0593-10
11/04 #0594-10
11/18 #0595-10
12/02 #0596-10
12/09 #0597-10



September Classes



Communication

COMMUNICATION

HEARING AIN'T LISTENING (EFFECTIVE LISTENING SKILLS)

Tuesday 9/15

8:30-10:00

#0852-03

Instructor: Joan Zeglarski Target Audience: Everyone

Listening is the number one communication skill, not one that is always practiced well. In this session, you will assess your listening skills and develop strategies to increase your listening effectiveness.



Cooperation

COOPERATION

BASIC INTRODUCTION TO COLLABORATIVE NEGOTIATION

Tuesday 9/15

1:00-2:30

#0963-01

Instructor: Joan Zeglarski Target Audience: Everyone

At the end of this course, you will be better able to negotiate from a position of confidence by using a bargaining strategy that focuses on the interests of each participant rather than their positions and works within a framework to achieve consensus and mutual gains.



Delegation

DELEGATION

EFFECTIVE DELEGATION (...NOT JUST FOR BOSSES)

Tuesday 9/15

10:30-12:00

#0850-03

Instructor: Joan Zeglarski Target Audience: Everyone

This session helps participants be more productive by giving them two different models to increase their effectiveness at delegation. Also covered in the session are ideas of what to delegate, how to do it and how to get results doing it. The concepts covered in this session are useful whether or not participants supervise others, they can be used to effectively manage up, down and across the organization.



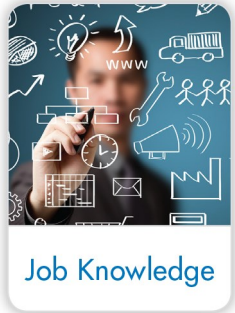
Did you know?

Placer County has a Tuition Reimbursement program for employees!
Find out more by visiting MyPlacer.

[Learning Zone](#) > [OD Learning Resources](#) > [Career Development](#) > [Tuition Reimbursement](#)



September Classes



JOB KNOWLEDGE **HIGH IMPACT INTERVIEWING**

Wednesday 9/02 8:30-12:00 #0539-06

Instructor: Sally Klauss, OD Target Audience: Everyone

Interviewing can often feel like a drain on a manager's valuable time, just another thing that gets in the way of attending to other tasks that appear more important. The truth is, recruiting and interviewing is the most critical aspects of a leader's role. This training will help you will learn how to: create an interview process to meet your specific needs, develop specific behavior based interview questions, develop interviewing techniques, save time by using specific screening techniques, successfully acclimate your new employee. For those preparing to be interviewed, this course will help you prepare and gain confidence about the process.

LAW AND ETHICS: LEGAL UPDATE FOR COUNTY HEALTHCARE PROVIDERS

Wednesday 9/23 9:00-11:00 #0400-13

Auburn - CDRC Planning Commission Hearing Room

Wednesday 9/23 9:00-11:00 #0400-14

Sunset - Child Support Services Training Room

Instructor: Linda Garrett Target Audience: Healthcare Employees

This session covers new State and Federal laws that impact County healthcare workers including new information posting requirements, changes in the child abuse and neglect reporting law, and new minor consent rules for outpatient mental health services. As well as information regarding confidentiality and patients' rights issues. Topics include: Legal Update to State and Federal laws, confidentiality, disclosures, EHRs, and Integration of Care (Primary Care, Mental Health, Substance Abuse).

NEW EMPLOYEE ORIENTATION

Friday 9/25 8:30-3:30

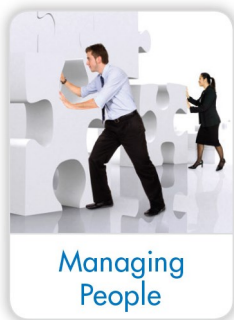
Instructor: CEO David Boesch, OD, Risk Management, Personnel, PPEO

Target Audience: New Employees are enrolled by OD

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive learning games will keep you energized and engaged.



September Classes



MANAGING PEOPLE

SUPERVISORY SKILLS FOR THE FIRST LINE SUPERVISOR/MANAGER

Wednesday 9/09 9:00-4:00 #0100-05

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Target Audience: Managers, Supervisors

Location: Yuba County Government Center, 915 8th Street, Marysville

LCW does NOT cover Placer County specific codes and procedures.

This program is designed to help both new and experienced first-line supervisors be effective, successful and productive workforce managers. The workshop will feature realistic and practical discussions of the challenges faced by supervisors. In addition, skills critical to successful management will be covered including effective leadership, goal setting, communication, delegation, preparing performance evaluations, and discipline. Finally, key legal principles that all supervisors should understand will be discussed. The program will emphasize practice rather than theory. Attendees will interact and share experiences, problems and expertise with one another and the presenter. The comprehensive workbook will include checklists, useful sample documents and case studies for discussion.



2015 Cal-ICMA COACHING PROGRAM WEBINAR

Instructor: Sponsored by Cal-ICMA

See details in the **2015 COACHING PROGRAM** brochure. Links to register for each webinar are available now at www.cal-imca.org/coaching.

ENGAGING EMPLOYEES EFFECTIVELY

Wednesday 9/16 1:00-2:30

Course topics include:

- What are the causes of disengagement?
- How have agencies succeeded in boosting engagement?
- What are things that employees can do at any level in their organization to improve results?

2015 Cal-ICMA COACHING Program Webinars

Developing Effective Relationships with Elected Officials
Best Practices in Strategic Planning and Action
Moving from Conflict to Civility and Problem Solving
Engaging Employees Effectively
Serving Diverse Populations Successfully
Best Practices for Managing Social Media & Gossip

DATE & TIMES

03/05 10:00-11:30
04/01 1:00-2:30
05/14 10:00-11:30
09/16 1:00-2:30
10/21 1:00-2:30
11/05 1:00-2:30

Missed a live Webinar?

Don't Worry!

All webinars are archived for on-demand viewing or download in mp4 format for individual or group viewing at your convenience. The presentation are save at "Agenda & Archives tab of www.cal-imca.org/coaching.



September Classes



Safety

SAFETY

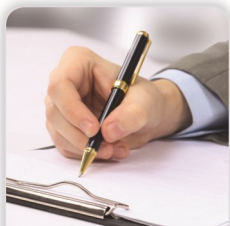
ADULT CPR & FIRST AID

Wednesday 9/09 8:30-4:00 #0169-33

Instructor: Midge Golizio Target Audience: Everyone

Location: Professional Educational Program 1990 Heritage Oaks Place, Suite 6, Auburn

This is a comprehensive training program in emergency first aid care for non-health care related staff. When a emergency occurs, you may panic and be unsure of what to do until professional help arrives. Topics include: Adult CPR, Choke Rescue, Control Bleeding, Shock Care, Medical Emergencies (heart problems, stroke, asthma, allergic reaction, poisoning, diabetes, seizures), Injury Assessment and Care. In addition, training includes the use of an Automated External defibrillator (AED). Course meets Federal and State OSHA regulatory requirements for training employees in Adult CPR/AED and First Aid. Upon successful completion of the course a Certificate of Completion will be awarded for two years.



Writing

WRITING

PURPOSE DRIVEN DOCUMENTS

Tuesday 9/01 8:30-12:00 #0588-03

Instructor: Allison Horak Target Audience: Everyone

Most everyone suffers from some form of "business writing blues." This half-day class attacks the following forms of "the blues:" writer's block, weak argumentation/reasoning, aimless wandering, and taking too long to make a point. Stop wasting time, frustrating readers, and losing credibility - this course can help. The individual and team activities will stimulate interest and reinforce key concepts that you can apply right away. Upon completion, participants will be able to write better business correspondence by learning how to:

- Organize their thoughts and write more concisely
- Write with purpose and conviction
- Jumpstart the writing process
- Use solid reasoning

TARGET SOLUTIONS

**NEW Professional Development
Online Courses**

Located under "Self-Assign"

Find using the search word SMART

SMART BUSINESS WRITING

- 4 Stages to Writing Your Best
- Email Do's and Don'ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-the-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails

